Week 5: Social Information Processing + Relational Dialectics

COMM 2100 Introduction to Comm Theory
SI Session
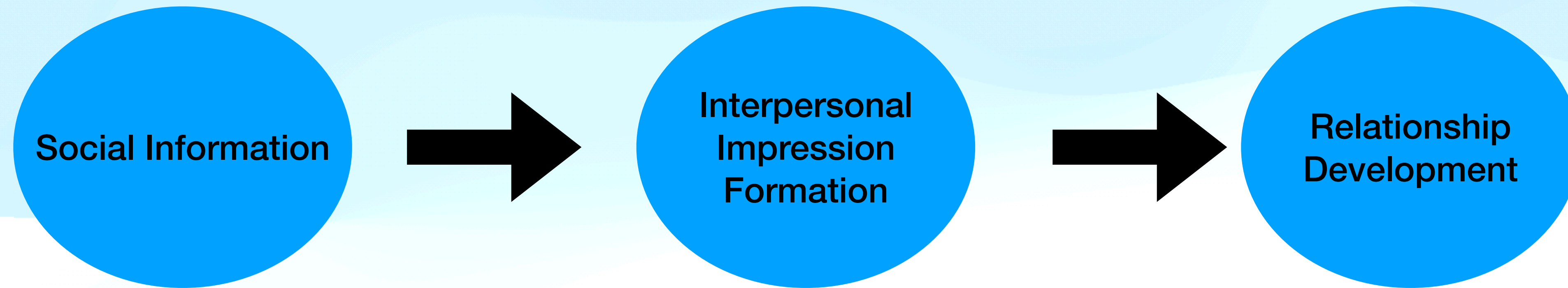
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Social Information Processing Theory

People can build interpersonal relationships despite the limitations imposed by mediated channels.

- To help explain the nature of online relationships formed through work, school, or social setting.

- Background: 1990s, when people held skepticism for CMC.

- A little push against UNCERTAINTY REDUCTION THEORY

Processing

Social Information → Interpersonal Impression Formation → Relationship Development

Cues filtered out: Interpretation of online communication that regards lack of nonverbal cues

How could it Happen?
What's the difference between CMC and FtF communication?

- Verbal cues of affinity replace nonverbal cues.

- We have extended time to exchange social information: No need to respond right away.

Further: Hyper-personal Model
Online relationships are more intimate

- Sender: self-presentation to positive portray without fear of contradiction, which enables people to create an overwhelmingly favorable impression.

- Receiver: over-attribution of similarity.

- Channel: Asynchronous channel makes us to communicate on our own time.

- Feedback: Self-Fulfilling prophecy.

Could it outright deception?

Untold: The Girlfriend Who didn't Exist Netflix Trailer

Critique

- Mobile Technology:

    - Is this theory already outdated since most online communications are multimedia (involving words and photos) in the era of mobility and social media?

Relational Dialectics Theory

The dynamics and unceasing struggle between discourses about interpersonal relationships.

- *"I felt the tension, sense of dread, discomfort, & defensiveness of that therapy session as if it were my own family. Seeing Rebecca's outburst & tears pained me as if she was my mom - my goodness, I had a good cry watching this episode!"*
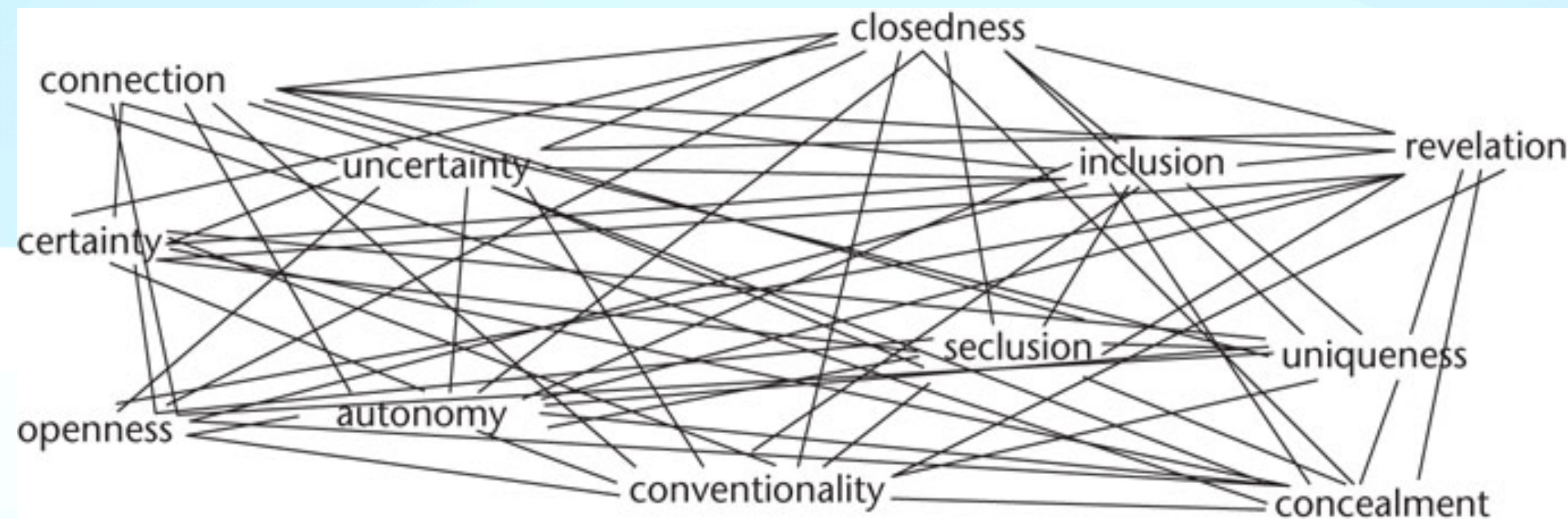

This Is Us - Aftershow: Season 2 Episode 11

Accept two Assumptions

What's your experience of feeling messy part or tension in your interpersonal relationship?

- Relationship is messy!

unpredictable

indeterminate

unfinalizable

- Tension presents in all relationships!

Constitutive Dialogue

The communication that creates, sustains, and alters relationships and the social world.

- Dialogue: multiple voices. talk where unity and differences play with and against each other.

- Main dialectics that will affect relationships:

Integration	←———————→	Seperation
Stability	←———————→	Change
Expression	←———————→	Non-Expression

Internal & External Forms of Main Dialectics

Main Dialectic	Internal Dialectic	External Dialectic
Integration – Separation	Connection – Autonomy	Inclusion – Seclusion
Stability – Change	Certainty – Uncertainty	Conventionality – Uniqueness
Expression – Nonexpression	Openness – Closedness	Revelation – Concealment

Thank you!
See you next week!